

JUNIOR CLERK
INTERMEDIATE CLERK

Class No. 002710
Class No. 002700

DEFINITION:

To perform a wide variety of clerical and/or typing tasks; and to perform related clerical work as required.

DISTINGUISHING CHARACTERISTICS:

The clerk class series is a generalist clerical class series whose incumbents perform a wide variety of clerical work throughout the county. Positions in these classes may act as receptionists, file clerks, or typists using computer application programs to perform a wide variety of typing and record keeping assignments. This class series differs from the Word Processor Operator class series in that the latter are highly proficient in the use of computer application programs and are usually assigned to a centralized production unit performing high volume typing/data entry assignments. This class differs from other clerical classes which perform highly specialized clerical work requiring additional training or education.

Junior Clerk: This is the first working level class in the clerk class series. Under general supervision, incumbents are assigned the more routine clerical tasks such as records filing, sorting mail, office housekeeping work and limited typing and document revision work.

Intermediate Clerk: This is the journey level class in the series. Under general supervision, incumbents are fully skilled clerical workers performing a wide variety of average difficulty clerical work. This class differs from the next higher class, Senior Clerk, in that the latter is either a lead worker performing difficult and specialized clerical work or is a first line supervisor.

EXAMPLES OF DUTIES:

Types correspondence, reports, forms, requisitions, and documents from rough drafts, marginal notes, or oral instructions; excerpts and summarizes materials for indexing or reports; compiles data; posts data to and maintains records; files in a wide variety of filing and record keeping systems including input and retrieval of information from computerized record keeping systems; operates office equipment; proofreads and checks or compares data for accuracy and completeness; collects fees and issues permits, licenses, notices, and bills; screens phone calls and answers inquiries regarding county services and general departmental policy/procedures; serves as a receptionist providing information to the public and handles complaints; set ups, catalogs and maintains physical and/or electronic filing systems; purges files periodically; boxes files/records and sends to storage; inventories supplies and orders/reorders as needed; unpacks office supplies and equipment and stock supply cabinets, shelves or other similar storage areas; lifts, bends, stoops and extends body to perform office work such as moving light office equipment, files, boxes and materials as needed; performs office housekeeping duties to ensure a safe and efficient work environment; and performs related work as required.

Intermediate Clerk: All of the duties listed above and: helps train and leads the work of subordinate personnel.

MINIMUM QUALIFICATIONS:

Knowledge Level: T = Thorough; G = General; --= Not Applicable

Classification Level: JR = Junior Clerk
IC = Intermediate Clerk

Knowledge of:

JR IC

T	T	Standard typing layouts and formats.
T	T	Business English (including spelling, grammar, punctuation, word division, and vocabulary).
G	T	Word processing and computer equipment used in the production of letters, reports, documents, and correspondence.
G	G	Alphabetic, numeric, subject and chronological indexing and filing rules and systems.
G	G	Arithmetic and business math.
G	G	Modern clerical, office and record keeping procedures.

Skills and Abilities to:

The following apply to both classes:

- Retrieve, store and purge information in a wide variety of filing systems.
- Sort and classify information.
- Compile, check, and verify data and information for accuracy and completeness.
- Update and maintain records, logs, rosters and registers.
- Read, understand and follow oral and written instructions and procedures.
- Complete work in proper sequence.
- Sort and route incoming/outgoing mail.
- Read simple charts, schedules and tables.
- Receive and assist callers, obtain and transmit information, handle complaints.
- Type with accuracy.
- Proofread information for conformance with standard typing layouts, to identify typographical errors, and to correct spelling, grammar, punctuation, capitalization and word usage.
- Operate modern office equipment including photocopies, collators, binders, calculators, computer terminals, printers, typewriters and microfilm equipment.

Intermediate Clerk (in addition to the above):

- Input and retrieve data and information stored in computerized record systems.
- Operate word processing equipment (keyboard, video display, and printer).
- Type with speed and accuracy.
- Write summaries and draft routine correspondence.
- Read and follow equipment operation manuals and department directives and procedures.
- Set up, catalog, maintain and store physical and/or electronic records.
- Distinguish importance of tasks and complete work in proper sequence.
- Operate office equipment including photocopiers, collators, transcribing machines, computer terminals, and calculators.
- Coordinate work with co-workers and to meet production deadlines.

EDUCATION/EXPERIENCE:

Education, training, and/or experience which clearly demonstrates possession of the knowledge, skills and abilities stated above. Examples of qualifying training/experience are:

Junior Clerk:

1. Completion of an office clerical program in high school or college; OR,

2. Six (6) months of clerical experience as a clerk in an office performing routine clerical duties.

Intermediate Clerk:

1. Recent completion of a clerical/secretarial curriculum from a community college; OR,
2. One (1) year of experience as a Junior Clerk in San Diego County; OR,
3. One (1) year of recent full time clerical experience performing duties similar to those described above.

SPECIAL NOTES, LICENSES, OR REQUIREMENTS:

License:

Intermediate Clerk:

Some positions require possession of a valid California Class C driver's license in order to operate a County vehicle.

Certificate:

An original unaltered typing certificate (no photocopies) for at least 30 net words per minute with a maximum of 5 errors must be attached to the application and will be required before candidates will be scheduled to take the written test. The typing test must be for at least five minutes with 2 gross words penalty for each error (in accordance with International Typing Contest Rules), and the certificate must be no more than 2 years old. The certificate must state the gross words per minute attained and the number of errors.

Intermediate Clerk:

Some positions may require a typing speed of 50 net WPM.

Physical Requirements:

Some positions require the ability to perform moderate lifting, repetitive bending, stooping or prolonged sitting or standing.

Character/Background Investigation:

In some positions, candidates may be subject to a background investigation. In some positions, applicants must have a reputation for honesty and trustworthiness. Felony convictions will be disqualifying. Prior to appointment, candidate may be subject to a thorough background check which may include a polygraph examination.